MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

BMH2034 – MANAGING HUMAN RESOURCES

(All sections / Groups)

27 OCTOBER 2017
3.00 p.m – 5.00 p.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **THREE (3)** pages with **FIVE (5)** Questions only.

2. Attempt **FOUR (4)** out of **FIVE (5)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

(a) Effective human resource management has become more important in recent times. Define human resource management and explain **THREE (3)** distinct functions carried out by human resource managers.

(15 marks)

(b) Strategic plans are designed with the entire organization in mind and begin with an organization's mission. Differentiate between corporate-level strategy and competitive strategy? Name one example of strategy to demonstrate the differences.

(10 marks)

(Total: 25 marks)

QUESTION 2

(a) Every leader should take the time to learn about managing talent effectively. Talent management is just as important as learning how to manage strategic planning. One reason why companies are poorly managing talent management is because leaders do not realize that talent building lies in their hands.

i) Define the concept of talent management.

(3 marks)

ii) Explain **FOUR (4)** important processes that are related to talent management.

(12 marks)

(b) All organisations have to use external sources for recruitment when existing employees are not suitable. Briefly explain **FIVE (5)** external sources of candidates.

(10 marks)

(Total: 25 marks)

Continued...

QUESTION 3

a) What is executive recruiters? Employers retain to seek out job-management talent such as key executive and technical positions through executive recruiters. Some of them specialise in specific industries. Give **THREE (3)** advantages and **THREE (3)** disadvantages in using executive recruiters.

(15 marks)

b) A questionnaire is a quick way to obtain information from a large number of employees. Whether structured or unstructured, questionnaires have both advantages and disadvantages. Many interviewers follow structured or checklist format.

Briefly explain **FIVE (5)** typical job analysis questionnaire which you may find in structured format.

(10 marks)
(Total: 25 marks)

QUESTION 4

a) An industrial psychologist usually conducts the validation study. The human resource department coordinates the effort. The supervisor's role is just to make sure that the job's human requirements and performance standards are clear to the psychologist. But in practice, anyone using tests (or test results) should know something about validation.

Explain **FIVE (5)** steps of validation process.

(15 marks)

(b) There is little doubt that the structured situational interview, a series of hypothetical, job-oriented questions with predetermined answers that interviewers ask of all applicants for the job produces superior results.

Explain **FIVE (5)** steps of designing structured situational interview.

(10 marks)

(Total: 25 marks)

Continued...

QUESTION 5

a) Define the meaning of career management. Discuss the roles and responsibilities of employees, manager, and organization in career management.

(13 marks)

b) Equity theory states that people are strongly motivated to maintain a balance between what they perceive as their inputs or contributions and their rewards. If a person perceives an inequity, a tension or drive will develop in the person's mind and the person will be motivated to reduce or eliminate the tension and perceived inequity. Describe **FOUR (4)** forms of equity.

(12 marks)

(Total: 25 marks)

End of Page